REQUEST FOR PROPOSAL (RFP)

Bangalore Electricity Supply Company Limited

(Wholly Owned Govt. Of Karnataka Undertaking)

Bangalore Electricity Supply Company Limited invites electronic Bids from eligible Bidders for the Work mentioned below, under Competitive Bidding against tender enquiry no:

BESCOM/ 2025-26/ SE0345 dated 10/10/2025

For

SELECTION OF SERVICE PROVIDER FOR PROVIDING E-SIGN AADHAAR-BASED (V2) FOR CONSUMERS, E-SIGN ORGANISATION-BASED (V3) FOR BESCOM OFFICERS, AND DIGITAL EXECUTION OF AGREEMENTS USING E-STAMP SERVICES FOR BESCOM.

Issued by:
The General Manager (ICT & MIS),
BESCOM, Corporate office
K.R Circle, Bangalore-560001

Disclaimer

This Request for Proposal **(RFP)** is for "Selection of Service Provider for Providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM". Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither BESCOM, nor any officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of BESCOM. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. BESCOM shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, projections, targets and forecasts with respect to the Project. Such statements, projections, targets and forecasts reflect various assumptions made by the management, officers, employees, consultants, and experts of BESCOM, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

BESCOM shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of BESCOM in selecting the Agency who qualifies through this RFP shall be final and BESCOM reserves the right to reject any or all the bids without assigning any reason thereof. BESCOM may terminate the RFP process at any time without assigning any reason and upon such termination BESCOM shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the BESCOM or any other costs incurred in connection with or relating to its Proposal (Bid). All such costs and expenses will remain with the Bidder and the BESCOM shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Bidder in preparation or submission of the Proposal (Bid) regardless of the conduct or outcome of the selection process.

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Letter of invitation to Bidders

Tender Reference no.	Tender enquiry No: **BESCOM/2025-26/ SE0345**
Name of the Organization	Bangalore Electricity Supply Company Ltd. (BESCOM)
Title of Services	**Selection of Service Provider for Providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM.**

Dear Sir/Madam,

BESCOM (hereinafter called "Purchaser") is executing RFP for **Selection** of Service Provider for Providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM**.** More details on the services are provided in the Terms of Reference in this RFP document.

1) The RFP includes the following documents:

Section I - Invitation for Bids
Section II - Instruction to Bidders
Section III - General Conditions of Contract
Section IV - Special Conditions of Contract
Section V - Scope of Work
Section VI - Forms

2) You are invited to submit your proposal as per the attached RFP document.

Yours sincerely,

Sd/
General Manager(ICT & MIS)
BESCOM

1. Section I: Invitation for Bids

1.1 ABOUT BESCOM

Bangalore Electricity Supply Company Limited (BESCOM) invites bids from eligible and authorized service providers for implementation of recommendation of BPR-2024 and also to extend the paperless, full online process without physical touch points, execution of consumer agreements and internal approvals through Aadhaar-based e-Sign (V2), Organization-based e-Sign (V3), and e-Stamp services.

The selected service provider must be authorized by NeSL for e-sign with e-Stamping, Government of India for e-Sign services. The solution will be integrated with BESCOM's existing online portals, External agencies and mobile applications for consumer services and internal workflows.

1.2 OBJECTIVES OF THE RFP

Providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM, BESCOM invites proposals from the Service Providers(SP) as per the Scope of Work given in this RFP.Detailed Scope of work has been specified in Sections V (Scope of work),

KEY EVENTS AND DATES:

1	Tender Inviting Authority	GM (ICT & MIS), BESCOM
2	Date of Publication of RFP	10.10.2025 5:00PM (Onwards)
3	Pre-Bid meeting	13.10.2025, 11:00 AM at the Office of GM (ICT & MIS), BESCOM Corporate Office, 5th Floor, 2nd Block, K. R Circle, Bangalore-560001
4	Last date of Receiving Queries/ Clarification	Queries if any may be sent to [gmit@bescom.co.in] on or before 14.10.2025, 04:00 PM
5	Last Date of Submission of bids	18.10.2025 4:00 PM
6	Earnest Money Deposit Payable	₹ 4,22,962.79 /- Only
7	Amount put to tender (Excluding GST)	₹ 4,22,96,279 /- Only
8	Date, Time of Opening of Techno-Commercial Bid	21.10.2025, 04:30 PM
9	Date, Time of Opening of Financial Bid	24.10.2025, 11:00 AM

1.3 Details Of Item

The implementation of Providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM.

The Estimated Annual Volume of transactions has arrived based on the count of transactions completed in BESCOM during FY 2024-25 which is provided for reference as below:

SlNo	Service Type	Number of Cases (RAPDRP)	Number of Cases (Non-RAPDRP)	Total for BESCOM
1	Power supply Agreement for New Connections	1,28,216	102573	2,30,789
2	Power supply Agreement for Name Change/ Ownership Change	1,65,136	82568	2,47,704
3	Indemnity Bond for Name Change	1,65,136	82568	2,47,704
4	Power supply Agreement for Load Enhancement / Reduction	24,340	18255	42,595
5	Power supply Agreement for Tariff Change	16,715	12536	29,251
6	**Total No of Transactions**	**4,99,543**	**2,98,500**	**7,98,043**

Note: The above values are just indicative. The number of transactions can increase or decrease.

There can be additional transactions between BESCOM and Other Departments of Karnataka/ Central Government, the solution should also support those transactions.

1.4 ELIGIBILITY CRITERIA

Pre-qualifying requirements for selection of successful Bidder are mentioned hereunder:

The following documentary evidence in respect of qualifying requirements shall be uploaded by the Bidder in the form of electronic/scanned copies in the KPP portal by the participating Bidders.

1.4.1 PRE-QUALIFICATION CRITERIA:

Pre-Qualification Criteria requirements for "Selection of Service Provider for Providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM" for period of 1 year.
Estimated Amount put to tender: Rs. 4,22,96,279.00 Only. (Excluding GST)
Estimated Total No. of Transactions is 7,98,043 (arrived based on the count transactions including both RAPDRP and Non-RAPDRP area in BESCOM during the FY 2024-25).

Sl. No.	Requirement Description	Documents to be uploaded. (Bidders shall upload documents for each LOT separately)
I.	**Technical Capabilities**	
1	The Bidder should be in existence as any of the following: (a) Companies incorporated in India under the Companies Act, 1956/2013 including any amendments thereto;	1. Certificate of Incorporation issued by Registrar of Companies of Companies Act 1956/2013 along with Memorandum of Association and Articles of Association of the company 2. Annual filings (E-forms AOC-4, MGT-7) filed by the Company to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceding two financial years 3. Declaration from Directors of the Company stating that they are not disqualified to be a Director of the Company along with the list of Companies in which they are Directors as on the date of inviting tender.
	(b) LLP incorporated in India under the Limited Liability Partnership (LLP) Act, 2008 including any amendment thereto;	1. Certificate of incorporation issued by Registrar of Companies as per LLP Act 2008. 2. Limited Liability Partnership Agreement of LLP 3. Form 11- Annual Return filed by LLP to Registrar of Companies (Ministry of Corporate Affairs, Govt. of India) for preceding two financial years

	(i) Partnership firm under Partnership Act, 1932 in India; (ii) Sole Proprietorship Concern	1. Partnership Deed, GST Registration Certificate. 2. Shops and Establishment Registration Certificate, as applicable. 1. PAN/ Registration Certificate
2	The Bidder must have valid ISO 9001:2015, ISO 27001:2018, ISO 20000-1:2018 or above	Valid Certificate ISO 9001:2015, ISO 27001:2018, ISO 20000-1:2018 or above as on the date of submission of bids.
3	The bidder must be Empaneled vendor with National e-Governance Services Ltd. (NeSL) for digital execution of e-Stamping.	Letter of empanelment from NeSL for the authorised vendor.
4	The Bidder should have obtained orders from/ implemented e-stamping / e-sign solution for 80 % of the Estimated Total No. of Transactions (6,38,434 transactions). However, it will be 40% of the Estimated Total No. of Transactions (3,19,217 transactions) in case of Micro and Small Enterprise) issued by any Government / Public/ Private sector organization for any Govt. /PSU/Private Organisation in any one of the last five financial years (2020-21,2021-22,2022-23, 2023-24, 2024-25)	1. Purchase order copies or Contract order copies issued by any Government / Public/ Private sector organization. 2. Relevant Performance certificate issued by the officer not below the rank of DGM/Executive Engineer or Equivalent officer.
B	**Financial Criteria**	
5	The annual turnover of the bidder should not be less than 100% (in case of Micro & Small Enterprises, the annual turnover shall not be less than 50%) of the amount put to tender in any one of the financial years of the preceding five years (i.e., 2020-21, 2021-22, 2022-23 & 2023-24, 2024-25).	Certified copies of P&L Statement, Balance sheets and Audited Financial Statement duly signed and sealed by CA.
6	The Liquid Assets as on 30.09.2025 or at a later date before the submission of the bid consisting of Cash at Bank + Term Deposits + availability of fund based credit	The cash at Bank, Term Deposits and the availability of fund-based credit facility shall be supported by a certificate issued by any Nationalized/Scheduled Bank with

	facility in any Nationalized/ scheduled Bank shall not be lesser than 25% of the amount put to tender. (However, in case of MSME it will be 12.5 % of the amount put to tender) If the bidder has banking with more than one Bank, then the available liquid assets balance mentioned above on a particular date i.e., as on 30.09.2025 or any date before submission of bids shall be the same date for all the banks. (Same or higher amount of liquid assets shall be maintained/showcased at the time of the issuance of LOI.)	whom the bidder has banking facilities. In case of Fund based credit facility, the certificate issued by the Nationalized/ Scheduled Bank duly mentioning sanctioned limits, funds utilized so far and balance available as on 30.09.2025 or at a later date, before submission of the bid as per Banker's Certificate template (Form 8).
C	**Others**	
7	Any Bidder from a country which shares a land with India will be eligible to bid in this tender only if the Bidder is registered with the Competent Authority. A certificate for having read the clauses is required to be submitted/uploaded by the Bidder separately in the following format: I have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I certify that this Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this Bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)	A copy of Registration certificate issued by the Indian competent authority. In case the same doesn't apply, Self-declaration by the bidder in Rs. 500 Stamp paper duly notarized shall be uploaded.

8	The Bidder must not have been defaulted in providing services against any of the previous purchase orders placed by BESCOM or any other utilities as on the date of bid opening.	Self-declaration by the Bidder in Rs. 500 Stamp paper duly notarized shall be uploaded.
9	The Bidder must not have been blacklisted by any Government Department (State and Central Government) or PSUs or Private Company as on the last date of submission of Bid.	Self-declaration by the Bidder in Rs. 500 Stamp paper duly notarized shall be uploaded.

1.5 Contract Period

The total contract period is for one (1) year from the date of award, extendable by 1 (One) year based on performance and mutual agreement in BESCOM from the date of DWA.

The contract may be terminated early, BESCOM reserves the discretion to do so with an advance notice of at least three months. BESCOM can end the contract at the end of any quarter or at any point during the contract period.

1.6 Bid Submission

Instructions regarding KPP portal:

1. The bid is to be quoted online through e-auction in the Government of Karnataka "Karnataka Public Procurement (KPP) portal" on **https://kppp.karnataka.gov.in only.**
2. Bidders, who have not registered in the KPP portal, may do so by registering through the above website. **A non-refundable Tender processing fee** as determined by the above said procurement platform shall be payable electronically by the Bidders at the time of submitting Bids.
3. The Bidders can access bid documents on the web site and participate in the e-Auction within the stipulated time and date as per auction notice details through above portal only.
4. Bidders shall attach scanned copies of all the certificates pertaining to the qualifying requirements as mentioned in the eligibility criteria and any other certificates as required in the tender, which are mandatory.
5. The Bidders shall furnish the original certificates for verification whenever required to the BESCOM authorities, failing which the Bidder will be disqualified.
6. Conditional bids, incomplete bids, bids without EMD, bids not properly uploaded, and bids submitted late will be rejected.
7. Date and timestamp of the portal shall be final in deciding the time and date of submission of bid through e-Auction. Decision of the Company in this regard is final and must be accepted by all the Bidders.
8. The Bidders shall quote in Indian Rupees only.

9. Bids shall be submitted through above portal only.
10. The Bidder shall upload documents to satisfy qualifying requirements, EMD, Declaration form, proof of address wherever necessary, pollution controls board authorization /certificate whenever required and other statutory requirements.
11. The EMD furnished by the Bidders will be forfeited in case the Bidder withdraws the offer during the validity or violates any clause stipulated in the bid.
12. The prospective Bidders shall upload all the relevant documents along with the bid.
13. **The validity of the bid shall be 180 days from the last date of bid submission.**
14. Corrigendum **/Modification /Corrections, if any will be published in the portal website only, for any clarification on e-procurement, request for e-procurement training, Bidders can contact HELP DESK at +91-8046010000**

Note: The above Notification is subject to changes from time to time. Prospective Bidders are requested to contact the authorized person / office indicated in the Notification for the authentic prevailing version. The Management does not take any responsibility for any consequences arising out of any acts or forbearance on the part of the third parties on the basis of the above Notification.

Procedures

1. The Bids along with prescribed documents as per annexures shall be submitted through KPP portal and the Bidders are requested to familiarize themselves with the procedure of E-Procurement thoroughly before submission of Bids.
2. Mere issue/downloading of Bid Document does not qualify any Bidding firm for appointment. The Bidders who do not comply with the eligibility Criteria mentioned in the Tender Notification/Bid document will be rejected.
3. The submission of Bidders implies that they have read and understood the contents of Tender Notification and the Bid document.
4. The Authority reserves the right to accept/reject all or any of the Bids without assigning any reasons.
5. Conditional quotes/ Bids are not acceptable.
6. The declaration given by the Bidders is found false on verification, the offer of such Bidder will be discarded and not considered for evaluation and legal action will be initiated against such Bidder who has submitted the false declaration.

Sd/-

General Manager(ICT & MIS)

, Corporate Office, BESCOM

2. Section II: Instructions to Bidders

2.1 INSTRUCTION

2.1.1 Bangalore Electricity Supply Company Limited invites tenders vide Enquiry No. BESCOM/2025-26/ SE0345 dated 10.10.2025 in two parts (Technical Bid and Price Bid) through KPP portal https://kppp.karnataka.gov.in for providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM.

2.2 COST OF BIDDING

2.2.1 The Bidder shall bear all costs and expenses associated with preparation and submission of its bid including post-bid discussions, Technical bid and other presentations etc., and BESCOM will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.3 UNDERSTANDING OF BID DOCUMENTS

2.3.1 A prospective Bidder is expected to examine all instructions, forms, terms and specifications in the Bid documents and fully inform himself so as to all the conditions and matters which may in any way affect the scope of work or the cost thereof. Failure to furnish all information required by the Bid document or submission of a Bid not substantially responsive to the Bid document in every respect will be at the Bidder's risk and may result in the rejection of its bid.

2.4 LANGUAGE OF BID

2.4.1 The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Purchaser, shall be written in English. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

2.5 CURRENCIES OF BID

2.5.1 Bidders may express their bid price in Indian Rupees only. Price Bid in any currency other than INR will be treated as non-responsive and hence will be rejected.

2.6 BID VALIDITY

2.6.1 Bids submitted by Bidders shall remain valid for acceptance for One Hundred and Eighty (180) calendar days from the last date of Bid submission .
A Bid valid for a shorter period may be rejected by the Purchaser as being non-responsive.

2.6.2 In exceptional circumstances, the Purchaser may solicit the Tenderer's consent to an extension of the period of validity. The request and the responses

thereto shall be made in writing. The earnest money deposit provided under Clause 2.7 shall also be suitably extended. A Tenderer may refuse the request without forfeiting its earnest money deposit. A Tenderer granting the request will not be required nor permitted to modify its tender.

2.7 EARNEST MONEY DEPOSIT (BID GUARANTEE)

2.7.1 The bidders shall pay 1% EMD against amount put to tender through any of the payment modes mentioned in the KPP portal for payment of EMD.

2.7.2 Permanent EMD holders are also necessary to furnish EMD. Government/Quasi Government/Public Sector Undertakings are not exempted from furnishing the Bid security.

2.7.3 EMD will be returned / refunded for the unsuccessful bidders on finalization of the order and EMD of successful bidders will be returned after furnishing the Performance Bank Guarantee by the Successful Bidder.

2.7.4 Bids shall be accompanied by Bid Security (EMD) amount as indicated in "**Key Events and Dates"** (in para 1.2) shall be submitted through any of the four e-payment modes mentioned in the KPP Portal. The Bid Security is required to protect the owner against the risk of Bidder's conduct including withdrawing the bid after acceptance for any reason whatsoever, which would warrant the Guarantee forfeiture, pursuant to Para 2.7.5. The Bid Security shall be made payable to the Owner without any condition whatsoever.

2.7.5 Any Bid not secured in accordance with Para 2.7.1 above will be rejected summarily by the Owner as Non-Responsive.

2.7.6 The bid guarantee may be forfeited:

a) If a Bidder withdraws / modifies its bid during the period of bid validity specified by the Bidder on the Bid Form; or
b) In case of a successful Bidder fails to sign the Contract or furnish the Agreement within the prescribed date or
c) In case of a successful Bidder fails to furnish the bank guarantee.

2.7.8 E-payment modes for Tender Processing Fee & Earnest Money Deposit

The Bidders should pay the Earnest Money Deposit (EMD) & Tender Fee in the KPP portal using any of the following payment modes:

a) Credit Card
b) Direct Debit
c) National Electronic Fund Transfer (NEFT)

2.8 Deadline For Submission Of Bids

2.8.1 Bids must be uploaded in the KPP portal on or before the date specified in "**Key Events and Dates"** (in para 1.2) section of the document or the KPP portal. BESCOM may, at its discretion, extend this deadline for the submission of bids by amending the Bidding Document, in which case all rights and obligations of Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.9 Modification and Withdrawal of Bids

2.9.1 The Bidder may modify or withdraw its bid after the bid's submission provided that written notice of the modification or withdrawal is received by Purchaser prior to the deadline prescribed for submission of bids.

2.9.2 No bid may be modified subsequent to the deadline for submission of bids.
No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the

2.9.3 Bid Form withdrawal/modification of a bid during this interval may result in the Bidder's forfeiture of its bid security.

2.9.4 In KPP Portal Contractor has the option of withdrawing the Bid by digitally signing to withdraw/cancel bid before the bid submission time /Date.

2.9.5 Earnest Money Deposit paid by the unsuccessful Bidders will be returned as soon as possible after the tender has been finalized.
Earnest Money Deposit of the successful Bidder will be refunded after successful fulfillment of the contract.
The deposit towards EMD shall not carry any interest. Permanent EMD will not be considered.

2.10 Format Of Bid

a) The bids shall be uploaded in the KPP portal, on or before the last date and time of submission of bids. Bids not submitted through KPP portal and non-submission of EMD will be disqualified.

b) The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initiated by the person or person signing the bid.

c) All the documents in support of qualifying requirements and all necessary documents shall be scanned and uploaded in the KPP portal

2.11 Contents Of Tender Document

2.11.1 The services required, bidding procedures, contract terms, etc. are prescribed in the Tender Document. Bidders are expected to examine all instructions, terms & conditions, specifications, annexures, forms and other information in the Tender Document. Failure to furnish any or all information as required or submit a Bid not substantially responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the Bid.

2.12 Bidder To Obtain His Own Information

2.12.1 The Bidder shall for all purposes deemed to have independently obtained all necessary information for the purpose of preparing his Bid. The correctness of the details given in the Tender Document is for guideline information only, to help the Bidder prepare his Bid.. The cost of visiting the sites shall be borne by the Bidder. Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not providing services in strict conformity with scope and special conditions of the contract.

2.13 Clarification On Tender Document

2.13.1 If the prospective Bidder finds discrepancies or omissions, in specifications and document or is in doubt as to the true meaning of any part, he shall at once make a request, in writing, for an interpretation/clarification, to Purchaser.

The Purchaser, then, will issue interpretation(s) and clarification(s) as may think fit in writing.

A prospective Bidder requiring any clarification on the RFP Document may submit queries, in writing, at the mailing address and as per schedule indicated in "Invitation for Bids/ Key events and dates". The queries must be submitted in the following format only to be considered for clarification.

Sl. no.	Section no./ Clause no.	Page no.	Description/ Reference/ Subject	Clarification Sought

The queries not adhering to the above mentioned format would not be responded. BESCOM will respond to any request for clarification to queries on the Tender Document, received not later than the dates prescribed in Invitation for Bids/ Key events and dates. The clarifications (including the query but without identifying the source of inquiry) will be uploaded on the KPP portal. Responses will be uploaded by the Purchaser in the portal to any request for such clarification of the Bidding Document. Verbal clarification and information given by Purchaser or his employee(s) or his representative(s) shall not in any way be binding on Purchaser.

2.14 Amendment Of Bidding Document

2.14.1 At any time prior to the deadline for submission of the Bids, Purchaser may, for any reason, at its own initiative modify the Tender Document by issue of an addendum/corrigendum.

2.14.2 In addition, Purchaser may issue addendum/corrigendum to the Tender Document to make/reflect amendment(s) in terms & condition or Scope of Work specified in this Tender Document.

2.14.3 Any such addendum/corrigendum will be made available at the Karnataka KPP portal website. No separate other communication in this regard shall be made with any Bidder. It will be the responsibility of the Bidder to regularly visit the website to keep themselves updated on such changes.

2.14.4No clarification obtained through verbal communication by the Bidders from any officer, agent or employee of the Purchaser or any staff of the BESCOM IT Consultant will be deemed as addendum/corrigendum to the Tender document.

2.15 General Instruction For Bid Preparation

2.15.1 The Bidders are advised to submit their Bids complete in all respect. The Bidder shall submit a comprehensive list of attached forms/declarations/certificates etc. in response to Tender Document.

2.15.2 The Scope of Work specified in this Tender Document shall be executed strictly in accordance with the conditions specified in the RFP and other conditions specified in various sections of this Tender Document. If any of the aforesaid condition is not clear to a Bidder, clarification may be sought from the Purchaser as per the provisions of clause 2.13 (Clarification on Tender Document).

2.15.3 The Bidders must accept all the conditions specified in the Tender Document to facilitate early finalization of Bids. Separate set of commercial conditions (such as Bidder's standard printed conditions) enclosed with the offer and any reference there to may prevent the Bid from being considered by the Purchaser.

2.16 Preparation Of Bid/Proposal

2.16.1 Bidder shall submit one Bid. If, Bidder submits more than one Bid such Bids shall be disqualified (including first bid and successive bids).

2.16.2 The Bid/Proposal as well as all related correspondence exchanged by the Bidders and the Purchaser shall be written in English language, unless specified otherwise.

2.16.3 In preparing their Bid/Proposal, Bidders are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Bid/Proposal.

2.16.4 The Technical Bid/Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared nonresponsive.

2.17 Financial Bid/Proposals

2.17.1 The Financial Proposal shall be directly entered in the KPP portal. It shall list all costs associated with the Assignment/Job, including the various deliverables costs and taxes. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

Bidders are to Enter/Key-In the bid price directly in the KPP portal of GoK, in the financial bid section. This is as per the GOK Circular: **ಸುತ್ತೋಲೆ ಸಂಖ್ಯೆ: ಆಇ** 165 **ಪೆಚ್ಚ**-12/2017 dated 21/3/2017. As per the circular only the price entered/keyed-in the portal is to be considered for bidding purpose and no document uploaded as financial bid is to be considered.

Bidders should not upload the Price bid form in the portal in technical or financial section (there is no provision for upload in financial section of portal.). If bidder uploads financial bid in the technical section such bids will be summarily disqualified.

2.17.2 The Firm price should only be quoted.

2.17.3 The bidder must quote in Indian Rupees (in INR) only. Bids in currencies other than INR would not be considered and the bid will be rejected forthwith.

2.17.4 The prices offered shall be on a fixed price basis inclusive of GST and should not be linked to the foreign exchange or any other variable.

2.17.5 The prices offered should be inclusive of all the deliverables mentioned in Scope of work of section Special Conditions of Contract

2.18 Right Of Purchaser To Accept Or Reject Bids

2.18.1 The Purchaser reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

2.18.2 The right to accept the Bids in response to this Tender Document will rest with the Purchaser. The Purchaser further does not bind himself to accept and reserves the authority to reject any or all the Bids received without assigning any reason whatsoever.

2.19 Bid Opening

2.19.1 The e-procurement system allows the Purchaser to download and open the e-submitted bid files from bidders only after the time for opening the bids. The technical bids will be opened as per dates given in the KPP portal.

2.19.2 The price bids of all the qualified technical responsive bidders shall be opened after completion of successful Technical evaluation.

The e-submitted bids must be readable through open standards interfaces. Unreadable and or partially submitted bid files shall be considered incomplete and rejected for further bid evaluation.

2.20 Bid Evaluation

2.20.1 The evaluation process of the tender, proposed to be adopted by the Purchaser is indicated under this clause.

2.20.2 Evaluation of Techno –commercial Bid

a) The Pre-Qualification Proposal will be evaluated and only those bidders who qualify the requirements will be considered for Technical evaluation.

b) Documents and required forms uploaded by the bidders as part of the Pre-Qualification criteria will be opened and evaluated for compliance in this stage of evaluation.

c) Only those Bidders who meet all the pre- qualification criteria stated in this RFP shall be considered for Technical Evaluation of Bidder. BESCOM will review the documents of the bidder. Evaluation shall be on the basis of technical specifications and documents provided by the Bidder. Any deviation to the technical specification will be treated as disqualified.

2.20.3 Evaluation of Financial Bid.

a) The Financial Bids of techno-commercially qualified bidders will only be opened.

b) Only fixed price commercial bids indicating total price for the deliverables specified in this bid document will be considered.

c) Prices shall be quoted in Indian Rupees, inclusive of all statutory charges, duties and GST etc. both in figure and words rounded to one rupee.

d) Any conditional bid would be rejected.

e) No escalation of cost is allowed during the validity of the contract period.

f) Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the lowest amount will be considered”.

g) If there is no price quoted for the deliverables, the bid shall be declared as disqualified.

The Financial Bids would be evaluated based on the overall price quoted by the Bidder as in Price Bid form. **The evaluation would be based on L1 criteria only. The Bidder who quotes the lowest price as per the Form:6 Table 2 shall be considered as L1**.

2.21 Negotiations

It is essential for the bidders to quote the lowest price at the time of making the offer in their own interests. However, BESCOM reserves the right to negotiate price before awarding the contract.

2.22 Award Criteria

The Successful bidder will be issued Letter of Intent (LOI). On receipt, the bidder should comply with the following requirements:

1. Submit duly signed acceptance letter to LOI.
2. Submit Performance Bank Guarantee for 10% (Ten) of Contract Value.
3. Submit Contract agreement along with SLA on a Rs. 500/- value non judicial stamp paper (BESCOM will issue draft contract agreement to bidder)
4. Submit non-disclosure agreement (NDA) (BESCOM will issue draft SLA agreement to bidder)

Once all the above documents are submitted to BESCOM, a Detailed Work Award (DWA) will be issued by BESCOM.

2.23 Right to Accept/Reject Any or All Bids

Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Purchaser's action.

2.24 No Commitment to Accept Lowest Or Any Tender

BESCOM shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. BESCOM will not be obliged to meet and have discussions with any bids, any or to listen to any representations.

2.25 Notification of Award

Prior to the expiration of the period of bid validity and extended validity period, if any, Purchaser will notify the successful Bidder in writing by registered letter/email, that its bid has been accepted.

3. Section III: General Conditions of Contract (GCC)

3.1 Bid Prices

3.1.1. Unless otherwise specified in the Scope of Work, Bidders shall quote for the entire Services on a Single Responsibility/ Turnkey basis such that the total Bid price covers all the obligations of the Bidder mentioned in or to be reasonably inferred from the Tender Document in respect of providing the product/services wise.

3.1.2 Bidders are required to quote the price for the required items as per Scope of Work specified in RFP as in section 5.

3.1.3 Bidders shall give the prices in the manner and detail as asked for in the Price Bid given in price bid form failing which the Purchaser shall reserve the right to assume/extrapolate the prices for the item/services for which the price has not been quoted and the same will be binding on the Bidders. Responsibility for including all applicable taxes, duties and levies in the Bid lies with the Bidder and the Purchaser shall not be responsible for any error/omission on the part of the Bidder.

3.1.4 The taxes, duties and levies in the form of Goods and Services Tax (GST) shall be indicated by the Bidder in the Price Bid given in Form 6 of section 6 and shall be quoted as the rates in force as on seven (7) calendar days prior to the last date of Bid submission as mentioned in event sheet. The total price quoted by the bidder should be inclusive of GST.

3.1.5 The price shall be inclusive of GST. BESCOM will not pay any other taxes, whatsoever in respect of this contract. Any increase in the tax should be absorbed by the firm during the contract and any reduction in the tax should be passed on to the BESCOM

3.2 Performance Bank Guarantee

3.2.1 The successful Bidder shall furnish the performance security in the form of bank guarantee issued by a public sector nationalised bank/scheduled commercial banks in India, payable at Bengaluru equal to 10% (Ten) of Total Contract Value and valid up to 90 days after the end of contract period. Performa as per form 2 of section 6 in the RFP shall be followed.

3.2.2 The Bank Guarantee structure shall be as follows:

Sl No	Performance Guarantee Type	Percentage
1	Permanent Performance Bank Guarantee	5%
2	Penalty Performance Bank Guarantee	5%

3.2.3 Performance Guarantee adjustment:

- Penalty generated due to the performance issues mentioned in the Service Level Agreement Clause 3.5, the bidder will be provided for 3 months to settle the penalty.
- If there is a default in payment for a cumulative period of three (3) months amounting to more than ₹10,000, an invoice will be raised for the default amount.
- If the penalty is not paid within 15 days, the amount will be adjusted with the Penalty Performance Guarantee.

3.3 Payment Terms & Penalties

3.3.1 Payment Terms and schedule are as below

- BESCOM will not be making any payments to the Bidder.
- The Bidder shall collect the payment from the Consumer.
- Any Penalty generated related to the clauses 3.5 will be deducted from the Penalty Performance Bank Guarantee.

3.4 Implementation Timeline

BESCOM will release work order to Service Provider (L1 Bidder). Service Provider must complete or implementing e-Sign V3 with the within 30 days from the date of issue of work order. If the implementation is delayed beyond 30 days from the date of issue of work order, liquidated damages/ penalty will be deducted from the Performance Bank Guarantee.

3.5 Service Level Agreements & Penalties.

1. Implementation Timeline and Penalty

Sl no	SLA Clause	Timeline	Penalty
1	Implementation	Within 30 days of issuance of DWA	No Penalty
		Within > 30 Days and <=45 Days	INR 5,000
		Within >45 Days and <= 60 Days	INR 10,000
		>60 Days	INR 20,000 Per Week

2. Application Uptime SLA and Penalty

Sl No	SLA Clause	SLA	Penalty
1	Monthly Uptime	Uptime 99%	No Penalty
		Uptime >98% to <99%	INR 10,000
		Uptime >97% to <98%	INR 20,000
		Uptime <97%	INR 30,000

3. Incident SLA

Sl No	SLA Clause	Severity	Response time	Resolve Time	Penalty
1	Incident Management	High	30 Minutes	2 Hours	No Penalty
			> 30 Minutes	> 2 Hours	INR 500 Per Incident
			>30 Minutes	>5 Hours	INR 1500 Per Incident
			>30 Minutes	>10 Hours	INR 2000 Per Incident
		Medium	1 Hour	5 Hours	No Penalty
			>1 Hour	> 5 Hours	INR 500 Per Incident
			> 1 Hour	>10 Hours	INR 1500 Per Incident
			> 1 Hour	> 18 Hours	INR 2000 Per Incident
		Low	3 Hours	12 Hours	No Penalty
			>3 Hours	24 Hours	INR 500 Per Incident
			>3 Hours	> 24 Hours	INR 1500 Per Incident
			>3 Hours	>36 Hours	INR 2000 Per Incident

4. Change Management

Sl No	SLA Clause	Criticality	Response time	Resolve Time	Penalty
1	Change Management	High	1 Hour	1 Day	No Penalty
			>1 Hour	>1 Day	INR 500 Per Incident
			>30 Minutes	>2 Day	INR 1500 Per Incident
			>30 Minutes	>3 Day	INR 2000 Per Incident
		Medium	2 Hours	2 Days	No Penalty
			>2 Hour	>2 Days	INR 500 Per Incident
			>2 Hour	>5 Days	INR 1500 Per Incident
			>2 Hour	>7 Days	INR 2000 Per Incident
		Low	3 Hours	3 Days	No Penalty
			>3 Hours	>3 Days	INR 500 Per Incident
			>3 Hours	>7 Days	INR 1500 Per Incident
			>3 Hours	>10 Days	INR 2000 Per Incident

Severity Matrix

Sl No.	Severity	Explanation

1	High	Any incident which can affect the operation of the application
2	Medium	Any Incident which is important but does not affect the operations of the application
3	Low	Any incident which arises but does not affect the overall operations of the application.

Criticality Matrix

Sl No.	**Criticality**	**Explanation**
1	High	Any Change which can affect the operation of the application
2	Medium	Any Change which is important but does not affect the operations of the application
3	Low	Any Change which arises but does not affect the overall operations of the application.

3.6 Liquidated Damages and Penalty:

As in Section 3.4.1 Payment Terms & Penalties and 3.4 b) Service Level Agreements & Penalties. In addition, BESCOM may impose additional penalty for reasons as below:

- If the Services supplied do not meet the minimum specifications as per the Contract, and the same is not replaced/modified by the Supplier to meet the requirements within 14 days of being informed by the Utility, the Utility shall be free to impose any penalty as deemed fit. In addition, the Utility shall reserve the right to terminate the contract and recover liquidated damages by forfeiting the Permanent Performance guarantee submitted by the Purchaser.
- Any Penalty incurred shall be adjusted with the Permanent Performance guarantee submitted by the Purchaser.

4.Section IV: Special Conditions of Contract

The following Special Conditions of Contract (SCC) shall supplement the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

4.1	The Purchaser's country is: The Union Of India
4.2	The Purchaser is: Bangalore Electricity Supply Company Ltd.
4.3	The website is **https://kppp.karnataka.gov.in only.** The details regarding the RFP (Bid) process shall be available on the same. The eligible bidders should visit the website from time to time and get the status updates. All details uploaded on the website from time to time shall be deemed to have been provided to all the bidders.
4.4	The language shall be: English
4.5	For notices, the contact details shall be: THE GENERAL MANAGER (ICT & MIS) BANGALORE ELECTRICITY SUPPLY COMPANY LTD. Belakhu Bhavan,5th FLOOR,CORPORATE OFFICE, K R CRICLE, BANGALORE -560001, KARNATAKA Email: gmit@bescom.co.in
4.6	The governing law shall be Laws applicable in exclusive jurisdiction of the High Court of Judicature at **Bangalore**, India and all courts subordinate to its exclusive Jurisdiction.

4.7	The formal mechanism for the resolution of disputes shall be: If the parties fail to resolve such a dispute or difference by mutual consultation within twenty-eight (28) days from the commencement of such dispute and difference, either party may require that the dispute be referred for resolution to the formal mechanisms, described below (The date of commencement of the dispute shall be taken from the date when this clause reference is quoted by either party in a formal communication clearly mentioning existence of dispute or as mutually agreed): a. The mechanism for resolution of disputes for bidders shall be in accordance with the Indian Arbitration and Conciliation Act of 1996. The Arbitral Tribunal shall consist of 3 (Three) Arbitrators. Each Party shall nominate an Arbitrator, and the two nominated Arbitrators shall mutually agree and nominate a third Presiding Arbitrator. b. The place for arbitration shall be **Bangalore, Karnataka**
4.8	The price adjustment shall be: The bidders may please note that the prices are upward/downward Adjustable. Purchaser reserves the right to review and negotiate the charges payable at any time to incorporate downward revisions as applicable and necessary, including due to lowering of any applicable taxes, duties and any other statutory levies. Prices shall not be subject to any upward/downward revision on any account whatsoever throughout the period of contract. Provided that any revision in taxes, statutory levies, duties which is not occasioned due to any change in place, method and time of supply or non-performance / non-fulfilment of any condition of any exemption considered by the bidder at the time of proposal, shall be considered for price adjustments. The utility reserves the right to increase or decrease the contract value subject to the limit of 25%. It is clarified that this increase or decrease of 25% shall not entitle either party to claim revision of the unit price of the services.
4.9	**<u>General terms and conditions of Payment Schedule</u>** • The SLAs will govern the penalty and deductions from Performance Guarantee Amount. • Power to withhold: Notwithstanding anything contained in the payment schedule mentioned below, if in the opinion of the Purchaser, any work done or service rendered by bidder is deficient in any manner in comparison to the prescribed standards, Purchaser shall be at liberty to withhold a reasonable portion of the payments due to the bidder, till such work/ service is made confirming to the prescribed standards. These powers to withhold payments shall be without prejudice to any other power/ right of the Purchaser under this contract.
4.10	The currencies for payments shall be in Indian Rupees (INR).

4.11	The Performance Security paid, shall be in the form of Bank Guarantee issued by a Scheduled Indian Bank as notified by Reserve Bank of India. The Bidder shall submit Performance Security of 10% on the Total Contract value to be valid for 90 days beyond the completion of contract period.

5. Section V: Scope of Work

a) The Service Provider must coordinate with BESCOM and other departments of Karnataka/ Central Government for integration of them with any BESCOM software.
b) The selected bidder shall do and facilitate the on-boarding of installation, integration, and enrolment of all e-Sign users with e-stamp service.
c) The selected bidder shall be responsible for providing necessary support to Technical Team, Application Development Team and SIs/Vendors of the BESCOM department for the solution integration including the necessary changes, configurations, customizations, (if needed).
d) Sub-contracting of Vendor for any activity under this project is not permitted.
e) The contract will be between the BESCOM and selected bidder only. An undertaking to this effect shall be submitted by the selected bidder.
f) The selected Bidder shall be responsible for guiding BESCOM for upgrading the APIs as per the guidelines.
g) The selected Bidder has to coordinate and liaison with BESCOM assigned personnel and System Integrators (SIs) of department while implementing the project and during any point of time whenever requested by BESCOM.
h) The selected Bidder shall be responsible for guiding BESCOM for upgrading the APIs as per the guidelines given by CCA.

Detailed Scope of Work

The selected bidder shall:

5.1 Aadhaar-based e-Sign (V2) for Consumers

- Enable secure Aadhaar-based e-Sign for consumer applications and agreements.
- Ensure real-time authentication and document signing through API integration with BESCOM applications.

5.2 Organization-based e-Sign (V3) for BESCOM Officers

- Enable secure Organization-based e-Sign for officer approvals and authentication.
- Support role-based and hierarchical authorisation workflows.

5.3 Digital Execution of Agreements using e-Stamp

- Provide e-Stamping services in compliance with Government of Karnataka rules.
- Integrate e-Stamp purchase and certificate generation within BESCOM's application workflows.
- Comply with the IT Act, 2000; Aadhaar Act; UIDAI guidelines; and CCA regulations.
- e-Stamp services must be authorised by SHCIL and/or NeSL.
- Ensure minimum 99.5% uptime.
- Provide MIS, transaction logs, and reconciliation facilities.

5.4 Integration of Application

- The Bidder should provide integration without any additional cost to BESCOM of e-stamp and e-signing application with BESCOM internal application like:
  - IPDS application
  - TRM application
  - Power Purchase Application
  - Any other applications as per requirement
- The Bidder should also provide integration of any BESCOM external applications as per requirements without any additional cost to BESCOM.

5.5 Dashboard and MIS Reports:

- The Bidder should provide access to Dashboard and MIS reports for BESCOM users.
- The Bidder should provide facility of Reconciliation reports.

5.6 UAT and Training:

- The Bidder should conduct UAT activity for the different types of users of the application.
- The Bidder should provide training for BESCOM users for effective utilization of applications.

5.7 Deliverables:

The Bidder should submit the following deliverables on Monthly basis.

- The Monthly Uptime report of the e-Stamping with e-signing portal from the Server & application uptime dashboard.
- The Monthly Incident management report, with details as per the format shared by BESCOM.
- The Monthly Change management report, with details as per the format shared by BESCOM.

5.8 Knowledge Transfer:

The Service Provider should ensure that complete data is smoothly transferred to the new Service Provider / BESCOMs staff at the end of the contract period or as and when the same is required by BESCOM without hiding any parameters. Necessary Technical support / training on maintenance should be ensured by Service Provider in such an event for smooth functioning of the application software at the new Service Provider / BESCOM without any additional cost to BESCOM up to the satisfaction of BESCOM.

At the end of the Contract period, the Service Provider shall ensure the following without any additional cost to BESCOM.

i. The Service Provider shall provide Knowledge transfer project plan scheduled for a minimum period of one or more months.
ii. The IT team of Service Provider should be in a position to showcase the build and deploying part of the source code.
iii. All the issues that were internally addressed by the Service Provider should be handed over to new Service Provider / BESCOMs staff.
iv. The Service Provider should provide work instructions for setting master data.
v. The Service Provider should provide all licenses.
vi. The Rigorous Knowledge transfer sessions are to be conducted for a minimum period

one or more months, until the complete knowledge is transferred to the new Service Provider / BESCOMs staff which includes hand over of architecture, all licenses, flow charts, latest version of source code which is deployed in the production, security mechanism, process flow, operational hierarchy, various functionalities, logics etc.,

vii. Rigorous hands-on training sessions are to be conducted for a minimum period of one or more months, until the complete hands-on training is provided to the new Service Provider / BESCOMs staff which includes operation and maintenance of the complete system.

viii. Even after giving rigorous knowledge transfer sessions / training, the SP shall render assistance to the new Service Provider / BESCOMs staff as and when required by BESCOM for a period of one year from the date of handing over.

6.Section VI: Forms:

Form: 1 : Bidder's Organization details *(To be uploaded on the Letterhead)*

Sl. No.	Particulars	Details
1.	Name of the Bidder organization	
2.	Address of the Bidder	
3.	Status of the Company	
4.	Details of Incorporation of the Company	Date:
		Ref. #
5.	Details of Commencement of Business	Date:
		Ref. #
6.	Valid Sales tax registration no. GST	
7.	Valid Service tax registration no. GST No,	
8.	Permanent Account Number (PAN)	
9.	Name & Designation of the contact person to whom all references shall be made regarding this tender	
10.	Telephone No. (with STD Code)	
11.	E-Mail of the contact person:	
12.	Fax No. (with STD Code)	
13.	Website	

Yours faithfully,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name: Company Seal

Address:

Place:

Date

Form: 2 Performa for Contract Performance Guarantee

Performa for Bank Guarantee (For or Contract Performance Guarantee)

(To be stamped in accordance with Stamp Act, if any, of the Country of the issuing Bank)

Bank Guarantee no..... Date: / /

To,
General Manager (ICT & MIS),
Bangalore Electricity Supply Company Limited,
Belaku Bhavan, Corporate Office, K.R Circle,
Bangalore-560001, Karnataka, India

Dear Sir,

In consideration of the.... *[Purchaser's Name]* ..... (Hereinafter referred to as the 'Purchaser' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assignees) having awarded to M/s ..... *[Contractor's Name]* ..... with its Registered/Head Office at..... . (Hereinafter referred to as the 'Contractor'), which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees), a Contract by issue of the *Purchaser's* Letter of Acceptance no. ..... dated ..... and the same having been acknowledged by the Contractor, for ..... [Contract sum in figures and words] for ..... *[Scope of Work]* and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to Ten percent (10%) of the Contract Price of the aforesaid work under the Contract to the Purchaser.

We..... [Name & Address of the Bank]..... having its Head Office at..... (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context of meaning thereof, include its successors, administrators, executors and assignees) do hereby guarantee and undertake to pay the Purchaser, on demand any and all monies payable by the Contractor to the extent of .... (*) ..... as aforesaid at any time up to..... (@) ..... [days/month/year] without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Purchaser and further agrees that the guarantees herein contained shall continue to be enforceable till the Purchaser discharges this guarantee or till .....[day/month/year] whichever is earlier.

The Purchaser shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of

the Contract by the Contractor. The Purchaser shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Contractor or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Purchaser or any other indulgence shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.

The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the Purchaser may have in relation to the Contractor's liabilities.

Our liability under this Bank Guarantee shall not exceed ……..

This Bank Guarantee shall be valid up to and including ……

We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the Purchaser serve upon Bank a written claim or demand within ninety (90) calendar days from the above mentioned expiry date of validity or, from that of the extended date.

Dated this…… day of …… 2025 at……

WITNESS

(Name)

……
……

(Signature)

(Name)

…… ……

(Signature)

…… ……

(Official Address) (Designation with Bank Stamp)

Attorney as per with Power of Attorney no……

Note: The Stamp paper of Rs.500/- value shall be purchased in the name of guarantee issuing Bank.

Form: 3 Declaration on not being blacklisted /defaulter

(To be submitted on the Letterhead of the Company)

To,

General Manager (ICT & MIS),
Bangalore Electricity Supply Company Limited,
Belaku Bhavan, Corporate Office, K.R Circle
Bangalore-560001, Karnataka, India

Sub: Selection of Service Provider for Providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM.

Ref: **BESCOM/2025-26/SE0345 dated 10.10.2025**

Dear Sir,

We confirm that our company is not blacklisted/defaulter for any fraudulent actions by BESCOM or by any state/central Government institution or any Public Sector Organization.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name:

Address:

Company Seal

Place:

Date:

Form: 4 Declaration of Acceptance of Terms and Conditions in RFP

(To be submitted on the Letterhead)

To,

General Manager (ICT & MIS),
Bangalore Electricity Supply Company Limited,
Belaku Bhavan ,Corporate Office, K.R Circle
Bangalore-560001, Karnataka, India

Sub: Selection of Service Provider for Providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document [Tender enquiry No.[**BESCOM/2025-26/ SE0345 dated 10.10.2025]**
for " Selection of Service Provider for Providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM. ". I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name:

Address:

Company Seal

Place:

Date:

Form: 5 Letter of Proposal Submission

(To be submitted on the Letterhead)

To,

General Manager (ICT & MIS),
Bangalore Electricity Supply Company Limited,
Belaku Bhavan, Corporate Office, K.R Circle
Bangalore-560001, Karnataka, India

Dear Sir,

We, the undersigned, offer our proposal for "Selection of Service Provider for Providing e-Sign Aadhaar-based (V2) for Consumers, e-Sign Organization-based (V3) for BESCOM Officers, and Digital Execution of Agreements using e-Stamp Services for BESCOM." in accordance to the terms and conditions stipulated in RFP invited vide enquiry No.:

[BESCOM/2025-26/ SE0345 dated 10.10.2025]

We are hereby submitting our Proposal, which includes

a) Financial Proposal
b) Technical Proposal
c) EMD of the prescribed amount (paid online as defined in the KPP portal)
d) Bid processing fee of the prescribed amount (paid online as defined in the KPP portal)

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the price. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive.

Yours faithfully,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name:

Address:

Company Seal

Place:

Date:

Form: 6 Price Bid Format

The Bidder should fill the below table to provide the insight of the price breakup.

Sl No.	Particulars		Quantity in No	Rate per Unit Rs.	Total charges per transaction in Rs.
1	Stamp Paper Charges	A	1		
2	NeSL Platform charges for Digital Agreement Execution	B	1		
3	NeSL Authorized Representative platform charges	C	1		
4	e-Sign V2 Aadhaar Base per transaction charges-Consumers	D	1		
5	e-Sign V3 Organization Base per transaction charges-Officers	E	1		
6	GST @18%	F18% on (B+C+D+E)	-	-	
7	Total amount	G=(A+B+C+D+E+F)			

Table 1

The Bidder should fill the table to Evaluate the total Cost.

Sl. No.	Service Description	Unit of Measurement	Estimated Annual Volume (Q)	Unit Rate (₹) (P)	Total Annual Cost (₹) = P × Q
1	Aadhaar-based e-Sign (V2) for Consumers	Per Transaction	7,98,043		
2	Organization-based e-Sign (V3) for BESCOM Officers	Per Transaction	7,98,043		
3	Authorized platform charges (including any platform charges, processing fees and service charges)	Per Transaction	7,98,043		

Total Evaluated Cost (₹)	

Table 2

Notes:

- GST to be paid extra as applicable.
- Rates must remain firm for the contract duration, that is One (1) Year and Extendable for another One (1) Year on mutual agreement.

Authorized Signature

Name and Designation of Signatory:
Name of Firm: Address:

Form 7: Certificate for clause regarding restrictions on procurement from Bidder of a country which shares a land border with India

To,

General Manager (ICT & MIS),
Bangalore Electricity Supply Company Limited,
Belaku Bhavan, Corporate Office, K.R Circle
Bangalore-560001, Karnataka, India

Dear Sir,

This is to certify that I have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I certify that this Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this Bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)

Authorized Signature [In full and initials]:

Name and Title of Signatory:
Name of Company/Firm

Form 8: Banker's Certificate

ON BANKERS LETTER HEAD

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FORMAT OF BANKER'S CERTIFICATE/ LINE OF CREDIT LETTER

[TO BE ISSUED IN THE LETTER HEAD OF BANK BRANCH]

Reference Number (SL No.) Place:

Date:

To:

[Name and Address of the beneficiary]

This is to certify that M/s. ……(name of the customer) having their registered/ administrative office at …… is a customer of our Bank and is engaged in ……(nature of activity). Their financial transaction with our Bank has been satisfactory. Therefore, we have extended credit facilities as below to meet their financial requirement towards the execution of the ……(brief details of work) as per the Loan Policy of the Bank:

<table>
<tr><td>SL No.</td><td>Type of facility</td><td>Amount in Rs. (As on date of issue of certificate)</td></tr>
<tr><td>(1)</td><td>Cash at Bank</td><td>Rs……..</td></tr>
<tr><td>(2)</td><td>Term Deposits</td><td>Rs……..</td></tr>
<tr><td>(3)</td><td>Fund based Credit facility
(includes Overdraft)</td><td><table><tr><td>Sanctioned Limit</td><td>Utilized amount</td><td>Available Balance amount</td></tr><tr><td>Rs…..</td><td>Rs…..</td><td>Rs…..</td></tr></table></td></tr>
</table>

Note:- Date of the Certificate

Liquid Assets as on last date of previous month of tender inviting date or at a later date before submission of the bid.

Yours Faithfully,

BRANCH MANAGER